
City of Cave Springs

Water & Sewer Department

September Statistics

Number of Water Customers:	1386
Number of Sewer Customers:	542
Number of Min Monthly Sewer:	83
Water Sold (gallons):	9,207,474
Water used by City:	211,031

• City Fire Station	172,270
• City Community Building	0
• City Park	491
• City Meter	214
• City Hall	38,028
• City Wastewater Plant	28

Payment Types Used:

- 496 Customers used Auto-Draft
- 641 Customers used Checks/Lockbox
- 178 Customers used Credit Cards
- The remaining customers utilized the drop box or paid at the window.

September Business:

- We have a customer who purchased a home in December 2015, but set up irrigation in May 2016. The customer had several very high irrigation bills during these months. After speaking with the customer she contacted her sprinkler person who discovered she had 11 leaks. When I was provided the proper documents I made an adjustment to her account, by charging her the City's cost for the water. The result was a \$563.67 adjustment. I only adjusted the customer's bill in which the leak was discovered and fixed.
- The water department would like for City Council to put together a policy regarding water customer's leaks. Stating how they want leaks handled, dollar amounts that Water Dept. can handle, and dollar amounts City Council needs to handle etc.